



2013 Summer Kids Arts Program



STAFF MANUAL

Dear Staff:

To our new staff: "Welcome to the MCA Kids Arts Program". To our returning staff: "It's good to have you back!" We look forward to another fun filled summer of programs for our residents. You have been selected for your knowledge and ability to provide the residents of Middletown with quality arts enriching services. We know all of you will perform your duties to the best of your ability.

This manual has been prepared by the Arts Office staff with guidance from the Recreation Administrative staff as a guide to help you know and understand your duties and responsibilities. Every effort has been made to adopt policies and procedures that will provide maximum safety for you and the public.

If you feel a policy change is needed, you should approach your immediate supervisor. However, until your immediate supervisor has notified you that the policy has been officially changed, you must abide by the policies herein.

Questions on information not covered should be addressed to the Kids Arts Program Director.

Have a safe and enjoyable summer experience.

Cordially,

The Kids Arts Administrative Staff

MISSION STATEMENT

The City of Middletown Commission on the Arts (MCA) is a municipal agency. Recognizing the essential value of the arts and artists in the cultural, educational, social and economic vitality of Middletown, the Commission supports artistic excellence, fosters cultural development through the arts, and increases public understanding of, participation in and support for the arts in Middletown, contributing to an improved quality of life for all citizens, enhancing the image of the City and meeting the needs of its varied constituencies.

STAFF MANUAL AND HEADINGS

The headings, which appear in this manual, have been inserted for the purpose of convenience only and easy referencing. They are not intended to be a complete breakdown of an employee's responsibility, employment limits, or guidelines for every situation and/or scenario.

The employee must recognize that they may be called on to use their maturity and judgment in situations not mentioned or fully addressed. Kids Arts Supervisors will clarify and make decisions on an as-needed basis.

I WORK SCHEDULE

- For the safety of the public, the Department must discourage time off, tardiness, and unexcused absences.
- All employees must report to work in accordance with their scheduled hours. If you are ill and cannot work, notify your Program Director between 8:00 – 8:30 am, on their cell phone. Your Supervisor may call to obtain more information.
- Employees must report to work on time, be working when their schedule begins, and be in the appropriate attire. (See WORK ATTIRE below) Before leaving their facility, employees should notify, and receive permission, from their Program Director (e.g. end of scheduled workday, emergencies, etc.) You are required to give your immediate supervisor twenty-four (24) hours notice for permission to leave early or report late (i.e. doctor appointment, college registration, etc.)
- Relatives and friends should not visit employees during working hours.

II STAFF WEEKLY PAYROLL SHEET/TIME CARDS

- Weekly payroll sheets will be filled in daily with arrival and departure times by your Program Director or Assistant Director.
- Time card verification (signature) is the responsibility of each employee. You must check to see if your hours match the Weekly Payroll Sheet. The form includes instructions for use.
- Employees have specific budgeted hours. **They may not exceed those hours without the permission of the Arts Office Coordinator.** Ask your Supervisor for your budgeted hours.

III WORK ATTIRE

- Staff shirts are provided for easy identification by the public. (i.e. emergencies, information requests, questions, etc.) These are the only shirts permitted during your scheduled work hours with the exception of sweatshirts during inclement weather. Each employee will receive three (3) staff shirts. Any previously issued MCA staff shirt may be worn. Additionally, **staff shirts may not be altered or disfigured in any way.**
- **All employees must wear sneakers at all times.**
- **Shorts must be an appropriate length.**

IV DEALING WITH THE PUBLIC

- The duty of all staff is to ensure that all participants have a healthy, safe, and enjoyable experience during all summer Kids Arts programs.
- All employees must be courteous, helpful, friendly, and informative to the public. The interaction you have with the public does one of two things; it either elevates or destroys the public's perception of the Department you work for and the City you represent.
- Be tactful, consistent; yet firm when enforcing the rules and regulations for your facility. Take the time to explain to people the reason behind the rule.
- Answer questions willingly and to the best of your ability. If you do not know the answer to a question, politely direct the person to another staff person you feel can answer the question. Never exhibit anger or belligerence (inclined to be aggressive or hostile) to the public. If the person is

angry and you are not getting anywhere with them, direct them to the Program Director. If the Program Director is not available, beep the Arts Office Coordinator.

- If a person is verbally or physically threatening, call 911 immediately.

V EMPLOYEE DISCIPLINE

- Disciplinary action may be given for just cause. Examples of just cause are: tardiness, un-excused absence, insubordination (not obeying orders/disobedience) sleeping, stealing, use of drugs or alcohol before or during work, carrying a weapon, use of inappropriate language to fellow staff, participants and/or the public, continued disregard for staff manual and/or City policy, incompetence or ineffectiveness in performing emergency procedure and/or daily duties. (The preceding are examples only and are not meant to be a complete listing.)
- Immediate disciplinary action may include any of the following: oral, written warning, suspension, or dismissal. All disciplinary actions will become part of the employee's permanent personnel file.

VI SEXUAL HARASSMENT

Sexual harassment of City of Middletown employees is prohibited by Title VII of the Civil Rights Act of 1964 and the Connecticut Discriminatory Employment Practices Law. It is the policy of the City of Middletown to comply with the requirements of state and federal law.

Sexual harassment means any unwelcome sexual advance, requests for sexual favors or other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or, (c) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Any employee who believes that he or she has been sexually harassed should immediately contact either his or her immediate supervisor or Arts Office Coordinator, Stephan Allison.

All complaints of sexual harassment will be treated confidentially. The City of Middletown will not tolerate any retaliation against any complaining employee or witness.

VII DISCIPLINARY PROCEDURE FOR PROGRAM PARTICIPANTS

- With the position of summer Kids Arts worker, comes the responsibility to discipline participants who are disobedient and/or disruptive to the groups' Kids Arts enjoyment.
- For the benefit of the staff and participants, all participants must be informed of all rules and regulations by the Program Director, Assistant Director, and/or Counselors.
- Participants may receive written warning for any continued infraction of the program rules and regulations. Some examples are abusive language toward staff or other participants, leaving the Kids Arts Program area, fighting, spitting, etc. The Program Director or Assistant Director must approve all written warnings.
- If the Program Director, or Assistant Director, feels that an infraction is serious enough to dismiss the child immediately from the Program, they have the authority to do so with the approval of the Arts Office Coordinator.

The following should be used as a guideline for disciplining participants:

1. Use verbal warnings until they are no longer effective.
2. Inform the Program Director or Assistant Director of your request to start written disciplinary actions.
3. Complete in full the Disciplinary Action Form with assistance from the Program Director or Assistant Director.

4. The Program Director or Assistant Director will inform the child of your actions and send the form home with the child to be signed by the parent/guardian and returned.

VIII TRIP PROCEDURE

- No trip will be taken without the knowledge and approval of the Arts Office Coordinator.
- The Program Director, or designee, will prepare a list of all children who are participating in the field trip or off site activity.
- The Program Director, or designee, is responsible for taking a copy of each child's application on every trip.
- The Program Director, or designee, is responsible for taking the cell phone on every trip and ensuring that it is properly charged and ready to use.
- Counselors should seek direction from the Program Director during inclement weather.
- The Program Director, or designee, shall assign staff coverage of participants to afford the maximum safety of the children.
- The Program Director, or designee, shall take attendance on the bus before the bus leaves the program site. **A copy of the finalized attendance list must be left at the program site.**
- Counselors are responsible for the children assigned to their group.
- Counselors are responsible for separating their group into pairs (Buddy System).
- The Program Director, or designee, will designate boundaries or limits for the Counselors to keep their children within.
- The Program Director, or designee, will call Buddy Check, as they deem necessary.
- The Program Director, or designee, will devise a system for groups to use the lavatories on a scheduled and emergency basis.
- **COUNSELORS SHALL IMMEDIATELY REPORT MISSING OR DISOBEDIENT CHILDREN AND/OR EMERGENCIES TO THE PROGRAM DIRECTOR OR ASSISTANT DIRECTOR.** THE PROGRAM DIRECTOR, OR DESIGNEE, WILL ORGANIZE THE STAFF INTO THOSE RESPONSIBLE FOR LOOKING AFTER THE REMAINING CHILDREN AND THOSE THAT WILL HELP SEARCH.
- The Program Director, or designee, shall take attendance on the bus before the bus departs for home.

IX ACCIDENTS/EMERGENCIES

- Arts Office Coordinator is responsible for arranging for access to an emergency phone. (Site phones and cell phones.) The Program Director is responsible for notifying the Arts Office Coordinator if problems occur regarding access and use of the emergency phone.
- The Program Director is responsible for instructing their staff in the following procedures regarding emergencies and for taking charge of all emergencies.
- Counselors should stay with the children and, if not certified in First Aid, wait for the appropriate staff person. Send a staff person or child to notify the Program Director and/or get help.
- Depending on the nature of the emergency, the Program Director will determine if an ambulance and/or Emergency Medical Assistance is needed. If so, it is the responsibility of the Program Director to delegate someone to make the call.
- **Staff making the call should:**
 - a) * **Dial 911 (Emergency Line)**
 - b) * **Request an ambulance and Police/Fire Personnel.**
 - c) **The call will be transferred to the ambulance dispatcher.**
 - d) **Restate your needs.**
- The Program Director, or trained staff, shall perform First Aid in accordance with their training. (Only those employees who have current certification in First Aid and/or CPR are to perform these procedures.) First Aid Kits must be on-hand and are the responsibility of each program. All

Directors shall monitor and keep available sufficient First Aid supplies. Requests for additional supplies should be made to the Arts Office Coordinator. The OSHA Manual for Bloodborne Pathogen Standard is in each First Aid Kit.

- The Program Director shall attempt to identify the victim and witnesses. Keep these people available to answer questions for the Emergency Medical Personnel and/or Police.
- The Program Director is responsible for making sure the Arts Office Coordinator and/or City Arts Office is notified of the emergency. The Program Director will attempt to contact the victim's family, advise them of the situation without causing undue alarm or discussion as to specifics. The family should be directed to proceed immediately to the hospital, not the Kids Arts area, as medical personnel will need them there.
- The Program Director is responsible for submitting an accident report. As well as, having all personnel involved or witnessing the accident, submit a report of where they were at the time of the accident, what actions they took, and/or what they witnessed. The accident report and staff reports must be submitted to the Arts Office Coordinator the same day of the accident.
- Arts Office Coordinator will file all accident reports and forward reports of serious accidents or accidents where there may be potential litigation against the City of Middletown.

X INCLEMENT WEATHER

All staff scheduled to work must report regardless of the weather unless otherwise notified by their Program Director or Arts Office Coordinator.

- In case of rain, thunder, lightening, tornado, and/or hurricane, participants and staff must be kept inside a facility or suitable safe area. If the Program has not started, a cancellation notice (if necessary) should be put on the radio. If the Program has started, call the bus company, parents who normally pick-up their children, and the City Arts Office to coordinate the calling of parents to notify them the children will be brought home early. **Children will be dropped off at Kids Arts designated stops.** If the Program has ended, participants will not be allowed outside until the weather has cleared or conditions are safe for the children to board the buses.

XI FACILITY

The following duties and facility checks are to be completed by the Program Director or designee. This list does not represent a complete breakdown of all duties but only a representation of essential items that should not be overlooked. The Arts Office Coordinator may add additional duties, either orally or in writing, which also must be completed.

- **Fire**
 1. Evacuate the building as quickly as possible without causing undue alarm.
 2. Count the children in your group and check the number against your daily attendance sheet.
 3. For school buildings, pull the Fire Alarm.
 4. Fire in wooded area adjacent to a Program, move participants to a safe location. Call 911 or pull a fire alarm.

XII BUS AND CARRY-ALL DUTY/ACCIDENT

- Bus Supervisors are to check the children on and off the bus mornings and afternoons. Each Supervisor will have a list of Program participants who ride the bus. Unless instructed differently by the Arts Office Coordinator, only children who are on your list should be allowed on the bus. Except for safety checks, Bus Supervisors should not get off the bus or leave the children unattended.
- In the event of a bus accident, stay with the children. Contact the Arts Office Coordinator and/or City Arts Office, as soon as possible, with the names of the children on the bus.
- Staff is required to ride the buses with the participants to and from all field trips.

XIII LOST PROGRAM PARTICIPANT

Determine where the child was last seen. Contact the Program Director who will organize the staff into those responsible for looking after the remaining children and those that will help search.

XIV CONFRONTATIONS

Strangers observed on site by staff should be brought to the attention of the Program Director as soon as possible.

If a staff member sees a stranger or participant holding a weapon and/or having a confrontation with another staff member, they are to remove the children they are responsible for from the area as soon as possible. Notify the Program Director and/or call 911 immediately. The police will ask many questions. Besides a description of the individual, they will want to know if the weapon is a pistol, rifle, assault weapon, etc.

If an individual, who is not the parent or guardian, insists upon taking a child out of the Program, try to reason with the individual. Stay calm, cool and collected and request that they sign the child out. Note the person's description and license plate for information to give the police. Do not forcibly try to stop the individual. Notify the Program Director and call 911 immediately.

Bus drivers are not allowed on site other than for pick-up and drop-off of participants.

XV MISCELLANEOUS

Stray Animals – If a stray animal is observed, it should immediately be brought to the attention of the Program Director. If the animal appears to be threatening to the participants, they should be removed to a different area or taken inside. Call the Animal Control Office/Police (860-347-6941) or City Arts Office (860-343-6620) for assistance.

Alcoholic Beverages – The possession or use of alcoholic beverages and/or drugs by employees before and/or during work hours is prohibited.

Sleeping – Any employee found sleeping during working hours will be terminated immediately.

Smoking – Smoking is not allowed in any City-owned facility. Smoking is not allowed during scheduled working hours.

Transportation – Employees are not to use their personal vehicles to transport program participants.

Telephones – Facility telephones are to be used for emergencies or official use only.

Cell Phones – Cell phone use not permitted during program hours without Director's permission.

Reading – No reading of unrelated books, magazines, or newspapers during work hours is permitted.

Equipment and Supplies – Staff may not purchase or order supplies without the permission of the Arts Office Coordinator.

Handouts – All program related information (e.g. handouts to kids) prior to distribution, must be reviewed and approved by the Arts Office Coordinator.

Music – The use of radios, headsets, and/or musical instruments are not allowed during working hours unless prior approval is given by the Arts Office Coordinator.

Card Playing – Card playing during scheduled hours is not allowed.

Program Completion (e.g. end of day) – At the completion of the program, all children must be picked up before staff may leave. If a pick-up does not occur during working hours, the Program Director will take volunteers or assign Staff to stay until all children have been picked up. Staff will be paid for staying.

Personal Belongings – Employees should not leave any personal belongings at work. The City Arts Office is not responsible for items left, stolen, or vandalized.

Contact with Participants – Before any communication with participants, outside of program hours, discuss the nature with the Program Director.

Food – Staff shall consume food only during scheduled lunch breaks and snack times or with permission from the Program Director.



EMERGENCY ACTION PLAN FOR KIDS ARTS PROGRAMS

Introduction

Emergency situations may arise at any time during any Kids Arts Program. Expedient action must be taken in order to provide the best possible care to the participant in emergency and/or life threatening conditions. The development and implementation of an emergency plan will help ensure that the best care will be provided.

As emergencies may occur at anytime and during any activity, all Kids Arts workers must be prepared. **City organizations have a “duty” to develop an emergency plan that may be implemented immediately when necessary and to provide appropriate standards of emergency care to all program participants.** As these emergencies may occur at any time and during any activity, all personnel must be prepared. This preparation involves formulation of an emergency plan, proper coverage of events, maintenance of appropriate emergency equipment and supplies, utilization of appropriate emergency medical personnel, and continuing education in the area of emergency medicine and planning. Hopefully, through careful pre-participation information, adequate medical coverage, safe practice and training techniques and other safety avenues, some potential emergencies may be averted. However, besides the accidents and injuries that are inherent with sports participation, there is always the potential for other unforeseen hazards and proper preparation on the part of the Kids Arts personnel should enable each emergency situation to be managed appropriately.

Components of the Emergency Plan

These are the basic components of every emergency action plan for any potential emergency:

1. Emergency Personnel
2. Emergency Communication
3. Emergency Equipment
4. Emergency Transportation
5. Practice and Drill (Exercises)

Emergency Personnel

Initially members of this group may include the Program Managers, Supervisors and anyone else associated with the program or who may be present at the time of the emergency. They should all be educated to what the emergency plan is and what procedures should be followed. As the emergency progresses in time and to new levels EMS personnel, fire fighters or police may be added to this team and take charge of the situation. However, Kids Arts personnel may play a valuable role in providing accurate information and support.

Kids Arts Personnel Responsibilities

1. Establish scene safety and immediate care of the individual
2. Activation of the Emergency Services (911)
3. Emergency equipment retrieval
4. Direction of Emergency Services to the scene.

Emergency Communications

Communication is the key to quick emergency response. Kids Arts personnel must work together to provide the best emergency response capability and should have contact information. Information such as a Team telephone tree established, a contact list of Department personnel, police and fire, power company, transportation company, public services department and weather service as a part of pre-planning for emergency situations. Communication prior to the any activity is a good way to establish boundaries and to build rapport between both groups of professionals.

Access to a working telephone or other telecommunications device, whether fixed or mobile, should be assured. The communications system should be checked prior to each activity to ensure proper working order. A back-up communication plan should be in effect should there be failure of the primary communication system. The most common method of communication is a public telephone. However, a cellular phone is preferred if available. At any activity venue, it is important to know the location of a workable telephone. Pre-arranged access to the phone should be established if it is not easily accessible.

Activating the Emergency Response System

Making the Call:

911 – Give accurate details and location, place spotters to direct the Responders, stay on the line with the dispatcher for additional instructions.

Providing Information:

- Name, address, telephone number of caller
- Nature of emergency, whether medical or non-medical

Activating the Emergency Response System

Providing Information:

- Number of participants involved
- Condition of the injured
- First aid treatment initiated by on scene personnel
- Specific directions as needed to locate the emergency scene (“come to the facility parking lot off of Country Club Road”)
- Any additional information requested by the Dispatcher

Emergency Equipment

All necessary emergency equipment (i.e. AED machines, air splints, medical kits, etc.) should be quickly accessible. Personnel should be familiar with the function and operation of each type of emergency equipment available. Equipment should be in good operating condition, and personnel must be trained in advance to use it. The emergency equipment available should be appropriate for the level of training for the emergency medical providers. Creating an equipment inspection log book for continued inspection is strongly recommended. The Kids Arts Programs will have proper personnel trained and responsible for the care of medical equipment.

It is important to know the proper way to care for and store the equipment as well. Equipment should be stored in a clean and environmentally controlled area. It should be readily available when emergency situations arise.

Emergency Transportation

Medical Transportation – Emphasis should always be placed at having an ambulance on site at high risk sporting events. In the event that an ambulance is on site, there should be a designated location with rapid access to the site and a cleared route for entering/exiting the venue. If an ambulance is not present at an event, entrance to the facility should be clearly marked and accessible. **In the event of an emergency, the 911 system will still be utilized for activating emergency response and transport.**

In the medical emergency evaluation, the primary survey (may be information the Dispatcher asks) assists the emergency care provider in identifying emergencies requiring critical intervention and in determining transport decisions. In an emergency situation, the injured should be transported by ambulance only, where the necessary staff and equipment is available to deliver appropriate care. Care must be taken to ensure that the activity areas are supervised should the emergency care provider leave the site in transporting the injured. Any emergency situations where there is impairment in level of consciousness, airway, breathing, or circulation or there is neurovascular compromise extreme care should be taken. Emphasis is placed on rapid evaluation, treatment and transportation by the responding service.

Non-Medical Transportation – When an incident occurs which requires you to evacuate an area you may have to initiate and arrange for transportation of your program attendees to a safer environment. Whenever possible, refrain from using unauthorized personnel to transport program people. Establish a pickup area and walk your group as a unit to meet school busses or other transportation. Do not dismiss children to the care of their parent unless you have been instructed to by Department supervisors or emergency response personnel. **YOU MUST ACCOUNT FOR ALL PEOPLE IN THE PROGRAM.**

Practice & Drill

Once you have developed a plan which is coordinated with the facilities overall plan you should educate your group, practice and drill the plan periodically. Practicing and drilling your plan will aide in putting people at ease, provide an comforting environment, and help avoid panic in the event a real emergency develops.

Conclusion

The importance of being properly prepared when emergencies arise cannot be stressed enough. An injured persons' survival may hinge on how well trained and prepared staff personnel are. It is prudent to invest Kids Arts staff ownership in emergency plan by involving the supervisors and staff in all emergency planning preparations. The emergency plan should be reviewed at least once a year with all staff personnel, along with CPR and first aid refresher training. Through development and implementation of the emergency plan, your facility/location helps ensure that the participants will have the best care provided when an emergency situation does arise.